

SC CUSTOMER INFORMATION ADVISORY GROUP

MEETING SUMMARY

February 23, 2000

Meeting Agenda

- **Review meeting agenda & action items (Griffin)**

The status of all action items was given. The agenda was then reviewed.

- **Completed review of Production policies (Green)**

All remaining Production policies were reviewed. The IM Team will now redraft these policies to incorporate all recommended changes, forward them to the CIAG for endorsement, and then publish them on the IM Team homepage.

- **Transition from the MA contract (Green / Yockman)**

The transition from the MA contract to the new GSA contract will continue until March 6th. Within the IM Team lifecycle, this transition affects System Engineering, Application Integration and Management, and Production. It does not affect Strategic Planning and Architecture or System Development. The IM Team's intent is to make the transition smooth and transparent to the user community.

- **Review Strategic Planning and Architecture (SPA) policies (Griffin)**

All SPA policies were reviewed and endorsed. They will be published on the IM Team homepage.

Meeting Attendees

Name		Organization	Contact Information
Greg	Dilworth – Alt Chair	SC-17	3-2873
Ted	Griffin – Exec. Sec	SC-621	3-4602
Peggy	Burris	SC-4	6-7265 (Conference Call Attendance)
Cathy	Hanlin	SC-23	3-1965
Dean	Oyler	SC-22	3-6394
Marvin	Stodolsky	SC-72	3-4475
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Jeanne	Beall	SC-621	3-4587
Mike	Flint	SC-621	3-1145
Robbie	Green	SC-621	3-6578
Jason	Kruse	SC-621	3-6592
Tom	Lombardo	SC-621	3-1312
Michael	Lynott	SC-621	3-6409
Anne	Priebe	SC-621	3-2449
Pat	Rice	SC-621	3-4556
Dick	Yockman	SC-621	3-3394

Action Items

- Action: (Green)
 - Follow up with VTC installation and infrastructure costs.
 - Send a note out from the Support Center that identifies the implications of Records Management on e-mail (i.e notes to wife kept as a federal record for 6 years).
 - Provide the instructions and location for FTP.
 - Include training as part of the auto-archive implementation plan.
 - Send a note out from the Support Center that informs users on the use, backup, and availability of the C, N, Q, and P drives.
 - Have the Support Center become the main focal point for all training requirements.
 - Update the training credit system to include Support Center sponsored training (IMSC, Outlook, etc.).

Proposed 03/01/00 Meeting Agenda

- Review agenda and action items (Griffin)
- Review policy covering individuals who use Macs to access legacy data for graphics capabilities: To obtain feedback for input to IM Board review (Willis)
- Review policy covering Mac laptops: To obtain feedback for input to IM Board review (Willis)
- Present plan to update Business Model: To obtain feedback on the plan prior to its implementation (Griffin)

Proposed 03/08/00 Meeting Agenda

- Present Office 2000 rollout plan (Green)
- Brief firewall implementation (Green)
- Present plan to update Technology Architecture (Griffin)
- Present auto-archiving implementation plan (Green)

Proposed 03/15/00 Meeting Agenda

- Present Applix notification options (Green)
- Present potential system retirements (Green)

Proposed 3/22/00 Meeting Agenda

- Present Standard Desktop rollout plan (Green)
- Present customer satisfaction strawman (Griffin)

Proposed 3/29/00 Meeting Agenda

- Discuss how training is offered (Green)
- Revisit Support Center (Green)